

**ORA DATA REQUEST**  
**ORA-SDGE-094-CY3**  
**SDG&E 2019 GRC – A.17-10-007**  
**SDG&E RESPONSE**  
**DATE RECEIVED: JANUARY 18, 2018**  
**DATE RESPONDED: FEBRUARY 1, 2018**

**Exhibit Reference:** SDG&E-17-R  
**SDG&E Witness:** Gwen Marelli  
**Subject:** Customer Services-Field

**Please provide the following:**

1. Referring to Ex. SDG&E-17-R, p. GRM-B-15, lines 16-17, which states: “to address potential meter replacements SDG&E is requesting \$0.736 million.”

Please provide any cost studies, or calculations, associated with reaching that number.

**SDG&E Response 01:**

The detailed cost calculation for the \$0.736 million to address potential meter replacements is provided in the attached file labeled, “ORA-SDGE-094-CY3-Q1 Attachment.xlsx”.

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2. Referring to Ex. SDG&E-17-R, p. GRM-B-15 line 25 to GRM-B-16 lines 1-4, which states: “SDG&E is requesting \$0.340 million to perform bi-monthly manual meter reading for residential customers participating in the Opt-Out Program. The estimate for opt-out manual meter reading was based on BY 2016 since it reflects the first full year of bi-monthly meter reading activity for customers enrolled in SDG&E’s Opt-Out Program.”

a. Please provide the BY 2016 value

b. Please demonstrate how the \$0.340 million value was reached.

**SDG&E Response 02:**

2.a. The BY 2016 recorded costs to perform bi-monthly manual meter reading is \$204,253.

2.b. The detailed cost calculation for the \$0.340 million SDG&E is requesting to perform bi-monthly manual meter reading for residential customers participating in the Opt-Out Program is shown in Exhibit SDG&E-17-WP-R, SDGE-17-WP -1FC001 CS – Field Operations Supplemental Workpaper 1, on line # 54 of pages 19 - 53 of 86. This information is also shown in the revised native supplemental workpaper labeled, “SDG&E-17-WP-R\_Supplemental\_1FC001.000\_1.xlsx,” provided to ORA on January 10, 2018.

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3. Referring to Ex. SDG&E-17-R, p. GRM-B-16 lines 16-17, “SDG&E is requesting \$0.223 million to expand the FPRS pilot program into an offering for all SDG&E customers.”

Please provide any cost studies, or calculations, associated with reaching that number.

**SDG&E Response 03:**

The detailed cost calculation for \$0.223 million to expand the FPRS pilot program into an offering for all SDG&E customers is comprised of two cost calculations: \$0.160 million + \$0.063 million = \$0.223 million.

- The detailed cost calculation of \$0.160 million is provided in Exhibit SDG&E-17-WP-R, SDGE-17-WP - 1FC001 CS – Field Operations Supplemental Workpaper 1, on line # 60 of pages 19 - 53 of 86. This information is also shown in the revised native supplemental workpaper labeled, “SDG&E-17-WP-R\_Supplemental\_1FC001.000\_1.xlsx,” provided to ORA on January 10, 2018.
- In addition to the \$0.160 million stated above, there was another \$0.063 million also included in Exhibit SDG&E-17-WP-R, SDGE-17-WP - 1FC001 CS - Field Operations Supplemental Workpaper 1, on line # 62 of page 51 of 86. Line 62 shows a “Miscellaneous Non-Labor Adjustment” amount of \$199,000 included in the CS-F Operations TY 2019 estimated forecast which was noted to account for costs not included in the 3-year average. This information is also shown in the revised native supplemental workpaper labeled, “SDG&E-17-WP-R\_Supplemental\_1FC001.000\_1.xlsx,” provided to ORA on January 10, 2018. The amount of \$199,000 included three cost items: 1) \$63,000 for parts for the Field Parts Replacement Service Program; 2) \$102,000 for the replacement of the multi-gas detector equipment; and 3) \$34,000 for incremental cell phone costs associated with the call ahead program. Items 2 and 3 are discussed in the response to question 6.

Below is the calculation for the incremental \$63,000 for the cost of parts for the Field Parts Replacement Service Program. The incremental cost above the 3-year average recorded cost is \$62,770 as shown in line # 13.

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**SDG&E Response to Question 3 Continued**

Field Parts Replacement Service (FPRS) Program						
Line #	Historical Recorded Costs	2014	2015	2016		Calculation Step
1	Parts Costs for FPRS Program (Pilot was implemented in 2016)	\$ -	\$ -	\$ 20,447		A
2	Total Costs for 3 Years				\$ 20,447	B = Sum of A 2014 - 2016
3	3 Year Recorded (2014-2016) Average for Parts Costs This 3-year average cost is the amount included in the 3 year average non-labor calculation to derive the non-labor per FTE used to estimate CS-F Operations non-labor for TY 2019 in Ex. SDG&E-17-WP-R, SDGE-17-WP- 1FC001 CS - Field Operations Supplemental Workpaper 1.				\$ 6,816	C = B / 3 yrs
Line #	TY 2019 Estimated Forecast	2017	2018	2019		Calculation Step
4	Total Field Parts Replacement Orders Refer to the attachment provided in response to ORA-SDGE-091-CY3, question 1.c on how this volume was derived.	639	2920	4198		D
5	Average No. of Parts per Order (this factor is based on FPRS Pilot)	1.45	1.45	1.45		E
6	Total No. of Parts for FPRS Program	927	4,234	6,087		F = D x E
7	Average Cost of Part (based on FPRS Pilot)	\$ 18.56	\$ 18.56	\$ 18.56		G
8	Total Parts Costs	\$ 17,197	\$ 78,583	\$ 112,977		H = F x G
9	Total Parts Cost for 3 Years				\$ 208,756	I = Sum of H 2017 - 2019
10	3 Year Forecast (2017 - 2019) Average Parts Costs				\$ 69,585	J = I / 3 year
Line #	Calculation of Incremental Parts Cost Above the 3 Year Average				Cost	Calculation Step
11	3 Year Average Recorded 2014 - 2016 Costs for Parts				6,816	K = from C
12	3 Year Average 2017 - 2019 Forecast for Parts				\$ 69,585	L = from J
13	<b>TY 2019 Incremental Cost Above the 3 Year Historical Average</b>				<b>\$ 62,770</b>	M = L - K

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4. Referring to Ex. SDG&E-17-R, p. GRM-B-17 lines 30-31, “SDG&E is requesting \$0.126 million labor and associated non-labor to perform this underset regulator work.”

Please provide any cost studies, or calculations, associated with reaching that number.

**SDG&E Response 04:**

The detailed cost calculation for the \$0.126 million to perform the underset regulator work is provided in Exhibit SDG&E-17-WP-R, SDGE-17-WP - 1FC001 CS - Field Operations Supplemental Workpaper 1, on line # 55 - 58 of pages 19 - 53 of 86. The sum total cost of these 4 line items on underset regulator work shown on page 51 of 86 equates to \$0.126 million. This information is also shown in the revised native supplemental workpaper labeled, “SDG&E-17-WP-R\_Supplemental\_1FC001.000\_1.xlsx,” provided to ORA on January 10, 2018.

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5. Referring to Ex. SDG&E-17-R, p. GRM-B-18 lines 21-23, “SDG&E is requesting \$0.096 million for the incremental on-premises time associated with the industry standard five-minute clock test performed on orders requiring a houseline leak test.”

Please provide any cost studies, or calculations, associated with reaching that number.

**SDG&E Response 05:**

The detailed cost calculation for the \$0.096 million for the incremental on-premises time associated with the industry standard five-minute clock test performed on orders requiring a houseline leak test is provided in Exhibit SDG&E-17-WP-R, SDGE-17-WP - 1FC001 CS - Field Operations Supplemental Workpaper 1, on line # 59 of pages 19 - 53 of 86. This information is also shown in the revised native supplemental workpaper labeled, “SDG&E-17-WP-R\_Supplemental\_1FC001.000\_1.xlsx,” provided to ORA on January 10, 2018.

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6. Referring to Ex. SDG&E-17-R, p. GRM-B-18 lines 25-28 and GRM-B-19 lines 2-3, “SDG&E is requesting **\$0.136 million** in non-labor for the following: (1) **\$0.102 million** to replace the multi-gas detector tool which is a handheld device that detects multiple gases and is used by CS-F technicians for gas leaks investigations, carbon monoxide investigations and purge jobs....and (2) **\$0.034 million** for cell phone costs associated with the implementation of the call ahead program whereby customers are contacted by CS-F technicians to inform customers of an estimate time of arrival at the premises.”

Please provide any cost studies, or calculations, associated with reaching the highlighted (in bold font) numbers above.

**SDG&E Response 06:**

- 6.(1) The requested amount of \$0.102 million that SDGE is requesting to replace the multi-gas detector tool is based on actual costs incurred when the multi-gas detector equipment was replaced in mid-2013. The actual costs incurred in 2013 was \$307,828 so SDG&E used \$307k as a proxy to estimate the replacement cost in 2019. SDG&E took one-third of the \$307k, which results in the estimate of \$0.102 million requested for TY 2019. This calculation is intended to capture the entire replacement cost over the GRC cycle.

The \$307,828 actual amount was comprised of the following costs:

<b>Multi-Gas Detector Equipment Replacement Costs</b>			
<b>Item No.</b>	<b>Item Description</b>	<b>2013 Recorded Costs (Nominal \$)</b>	<b>Calculation Step</b>
1	Sensit Gold G2 E	\$ 264,350	A
2	Sensit Smart-Cal Calibration Station with Desktop Software	\$ 13,750	B
3	Extension Pole Adapter	\$ 1,140	C
4	Brass Purge Probe	\$ 1,860	D
5	<b>Total Part Cost</b>	<b>\$ 281,100</b>	E = Sum of A - D
6	Sales Tax of 8%	\$ 22,488	F = E x 8%
7	Shipping and Handling	\$ 4,240	G
8	<b>Total 2013 Recorded Costs (Nominal \$)</b>	<b>\$ 307,828</b>	H = G + F

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**SDG&E Response to Question 6 Continued**

6.(2) The requested amount of \$0.034 million for cell phone costs associated with the implementation of the call ahead program was derived as shown below. The total in line 7 shows \$33,221 and SDG&E rounded up the amount and planned for \$0.034 million.

Line #	Historical Recorded Cell Phone Costs for Call Ahead Program	2014	2015	2016	Calculation Step
1	Cell Phone Costs associated with Call Ahead Program	\$ -	\$ 20,608	\$ 53,490	A
	There were no costs in 2014. It started as a pilot in 2015 and was implemented systemwide during the 2nd quarter of 2016.				

Line #	Calculation of Incremental Cell Phone Costs for Call Ahead Program	Cost	Calculation
2	Total Record Costs for 2014 - 2016	\$ 74,098	B = Sum of A 2014 - 2016
3	3 Year Recorded Average This 3-year average amount is the cost for cell phones for the call ahead program. This is the amount included in the 3 year average non-labor calculation to derive the non-labor per FTE used to estimate CS-F Operations non-labor for TY 2019 in Ex. SDG&E-17-WP-R, SDGE-17-WP-1FC001 CS - Field Operations Supplemental Workpaper 1.	\$ 24,699	C = B / 3 yrs
4	Total CSF Operations FTE (excluding Field Collectors) *	160	D
5	Annual Cell Phone Cost per Employee	\$ 362	E
6	Estimated Annual Cell Phone Costs	\$ 57,920	F = D x E
7	<b>Total Incremental Cell Phone Costs over the 3-Year Average</b>	<b>\$ 33,221</b>	<b>G = F - C</b>

\*Total CSF Operations FTE of 160 FTEs is based on the FTEs shown in Exhibit SDG&E-WP-R, SDGE-17-WP-1FC001 CS – Field Operations Supplemental Workpaper 1, pages 52-53 of 86. The total FTE for TY 2019 Estimated shown in line 63 on page 53 is 173.3 FTEs less total field collector FTEs of 13.0 (which is the sum of FTEs for line 7, 8, 9, 52 & 54 on pages 52-53) = 160 FTEs.